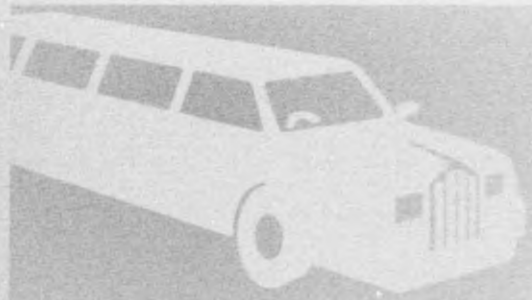
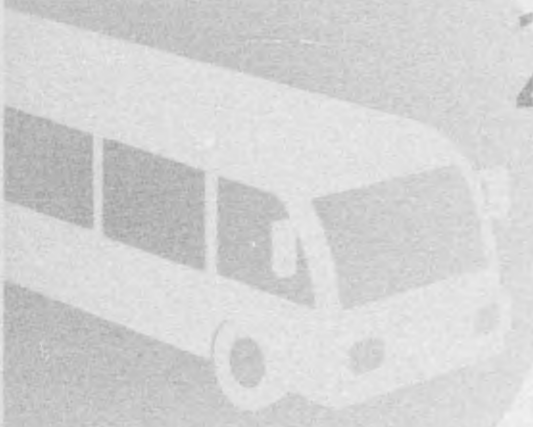


passenger
TRANSPORTATION BOARD

ANNUAL REPORT 2013/14



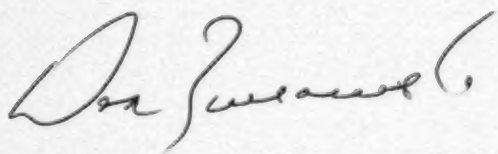
October 1, 2014

Honourable Todd Stone
Minister of Transportation & Infrastructure
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Minister Stone:

I am pleased to present the ninth Annual Report from the Passenger Transportation Board. The Report was prepared using the guidelines in the Memorandum of Understanding between the Passenger Transportation Board and the Ministry of Transportation and Infrastructure. The Report covers the period from April 1, 2013 to March 31, 2014.

Yours sincerely,



Don Zurowski
Chair
Passenger Transportation Board

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MESSAGE FROM THE CHAIR

I am pleased to present the ninth Annual Report of the Passenger Transportation Board (PT Board) for the year ended March 31, 2014.

The PT Board is an independent tribunal established under the *Passenger Transportation Act*. Board functions include: making decisions on applications for taxis, limousines, small vans and inter-city buses; and hearing appeals on administrative penalties imposed by the Registrar of Passenger Transportation. The majority of the Board's work involves making decisions on applications.

Importantly, the PT Board is committed to continual improvement, giving thoughtful, progressive consideration to changing trends and public need in the sector that we regulate. We strive for efficiency and administrative fairness in all our processes.

We are a small, yet industrious team that normally operates with five part-time board members including myself, and is supported by four full-time staff.

This year there were no changes in membership at the Passenger Transportation Board. The terms of Brenda Brown and William Bell were renewed until December 31, 2015.

The Board had six meetings in 2013/14, with full member attendance. Meetings focus on policy, projects and consideration of emerging issues in the industry. Independent of Board meetings, Board panels render decisions on applications. I generally assign files to a single Board member. When files are exceptionally complex or of broad public interest, I may assign the file to more than one Board member.

This report highlights some of our accomplishments, initiatives and results. In 2013/14, the Board processed 154 applications. Approximately 70% of

these applications were decided based on information in the application file. The balance was decided after the Board sought more information from the applicant, submitters, registrar or other persons. One application is outstanding. It has been set down for a public hearing.

It has been another busy year at the PT Board as a result of a steady stream of applications, some of which include the considered use of new technology and departure from traditional transportation service delivery, which challenge the current regulatory regime. The Board completed a number of projects in this reporting period.

We have introduced a Taxi Identification Code system for taxicabs in the Lower Mainland. We initiated this at industry's request. All cabs now have an alphanumeric code prominently displayed on both the outside and inside of the cab. This will make it easier for people to remember what cab they were in if they want to give a company a compliment, complaint or recover a lost item.

We completed our evaluation of the minimum/maximum rates pilot project for limousine operators in the Victoria and Vancouver areas. We heard that the rate bands provide flexibility, allow negotiations with customers and are simple and flexible. We have implemented this rate structure on a permanent basis.

We moved forward with our Taxi Standards Project. Our work on this project will produce important benefits for taxi companies and also for the Board. Taxi companies will better manage the data they collect and report on when applying for more taxis. They should also expand the use of data in setting measurable performance targets. To this end, we are also pilot-testing a set of data reporting tools that taxi companies can use to report data to the Board.

The PT Board also enhanced its webpage by adding a "What's New" button to the homepage so people can go directly to the latest advisories and updates.

I look forward to another productive, progressive year with the Passenger Transportation Board. We are looking at the use of smartphone applications in a regulated environment. They have the potential to change the dynamics of the passenger transportation industry. They also create regulatory challenges for regulators and licensees as well as safety issues for the public. We look forward to the completion of the developmental phase of the Taxi Standards Project and field testing of the next generation of taxi cameras.

The Board values input from its stakeholders. We held two meetings of our Passenger Directed Vehicle Advisory Committee as well two industry discussion sessions with limousine operators. These meetings provide valuable insights to Board members and provide us with an opportunity to discuss new policies or projects.

Equally the Board values and appreciates the input it receives from local governments and others with interest in a project or service. This adds perspective to the decision making process.

On behalf of the Board members, I would like to acknowledge the Passenger Transportation Branch staff for their excellent cooperation. Although Board and Branch roles are different, cooperation is critical when fulfilling our mandates.

I will end by acknowledging the contributions of Board members and staff. Their enthusiasm, professionalism and dedication ensure that the goals and objectives of the Board are accomplished.

Overview

The Passenger Transportation Board is an independent tribunal. It is established under the *Passenger Transportation Act*. The Board has two functions:

(a) making decisions on applications for taxis, limousines, small vans and inter-city buses; and

(b) hearing appeals on administrative penalties imposed by the Registrar of Passenger Transportation

Of these two functions, most of the Board's work involves making decisions on applications.

As an administrative tribunal, the Board must ensure that its decisions are fair, consistent and transparent. To achieve this, the Board develops policies and procedures to guide its application and decision-making processes. The Board publishes its Rules of Practice and Procedure and Operational Policies. The Board posts notice of applications and decisions on its website. Board members regularly discuss policies and emerging issues in the commercial passenger transportation industry. The Board maintains a comprehensive website that provides a variety of information to applicants, licensees and members of the public.

The Board has a three year Strategic Plan to guide its policy development, operational projects and governance work. All Board members and staff contribute to the plan and strive to accomplish the yearly performance measures. The plan is reviewed annually to ensure that the Board's work is relevant and accountable.

In carrying out its responsibilities, the Board continually seeks innovative ways to increase efficiency, respond to change and streamline its processes.

The Board often seeks stakeholder perspectives on new initiatives and policies. The Board responds to local government requests for information and occasionally provides presentations to them or community organizations.

The Board relies on the skills, expertise and quality of Board members and staff. Members are appointed by the Lieutenant Governor in Council (Cabinet), after a merit based process. Board staff are members of the public service of British Columbia.

Board members come from diverse backgrounds in business, commerce and government. They are commonly active in their communities and serve on various agencies or boards. All Board members and staff are committed to fostering a culture of professionalism, administrative fairness and good governance. Members and staff undergo performance evaluations annually and attend workshops, conferences or other professional development activities to increase their knowledge and skills.

Information on Board members, staff and budget is in Appendix 1.

Board Goals and Objectives are set out in Appendix 2

BOARD MISSION

The mission of the Passenger Transportation Board is to make decisions pertaining to the commercial passenger transportation industry in a way that

- enables people throughout the province to access diverse, stable and competitive commercial passenger transportation, and
- promotes consistency and fairness in application decisions and enforcement measures

The Board will make its decisions in a timely, fair, consistent and open fashion, and will provide responsive and accurate information to applicants, licensees, submitters, agents, government representatives and members of the public.

BOARD VALUES

- ✓ Integrity – ethical, professional and honest conduct
- ✓ Fairness – just treatment and impartial decision-making
- ✓ Respect – treat all persons with courtesy and dignity
- ✓ Accountability – transparency in processes, policies and conduct
- ✓ Responsiveness – timely, effective actions and communications

Regulatory Framework

The Passenger Transportation Board is an administrative tribunal created under the *Passenger Transportation Act* (PTA).

Administration of the PTA is a joint responsibility of the Passenger Transportation Board and the Registrar/ Passenger Transportation Branch of the Ministry of Transportation and Infrastructure.

VEHICLES AND LICENCE AUTHORIZATIONS

The PTA sets out the framework for licensing commercial passenger vehicles. There are two types of licences: general authorization (GA) licences and special authorization (SA) licences.

The chart below shows the different licensing streams under the PTA.

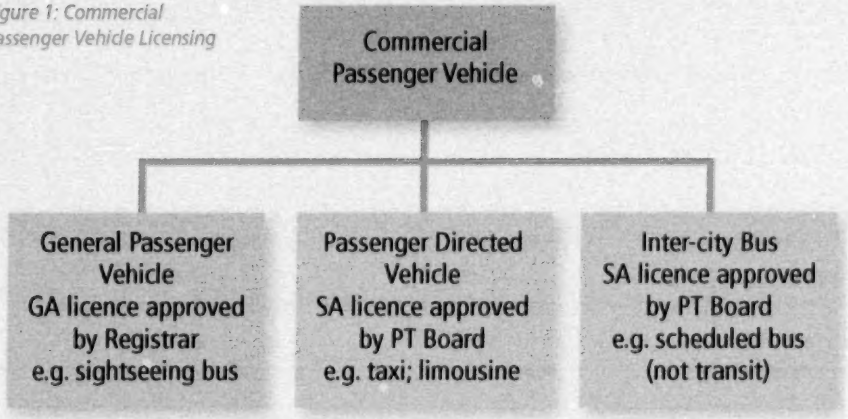
Special Authorization (SA) Licence Approvals

The Passenger Transportation (PT) Board makes decisions on applications for SA licences. There are two types of special authorizations: (a) passenger directed vehicles and (b) inter-city buses. Passenger directed vehicles include taxis, limousines and small shuttle vans. Inter-city buses are private commercial carriers that operate between cities on a schedule and over regular routes.

The Passenger Transportation Board may approve applications for a Special Authorization licence if it considers[1] :

1. There is a public need for the service
2. The applicant is fit and proper and capable of providing the service

Figure 1: Commercial Passenger Vehicle Licensing


Commercial Passenger Vehicle
General Passenger Vehicle GA licence approved by Registrar e.g. sightseeing bus
Passenger Directed Vehicle SA licence approved by PT Board e.g. taxi; limousine
Inter-city Bus SA licence approved by PT Board e.g. scheduled bus (not transit)

[1] For applications to transfer a licence, the Board considers applicant fitness only.

3. The application promotes sound economic conditions in the transportation business in B.C.

If an application is approved, the Board sets terms and conditions for a licence.

Examples of terms and conditions include:

- Passenger pick-up and drop off areas for taxis and limousines
- Maximum fleet size for taxis and limousines
- Routes and minimum route frequencies for inter-city buses

The Board also approves rates for passenger directed vehicles.

If the Board approves an application, the Registrar of Passenger Transportation issues a licence when safety requirements are met.

General Authorization (GA) Approvals

The Registrar of Passenger Transportation makes decisions on applications for GA licences. GA operators have greater operational freedom than SA operators. There is no public need or other economic regulation test for GA licenses – the focus of licensing is on safety. GA licensees may operate anywhere in the province with any number of vehicles and set their own rates. GA vehicles include large charter and sightseeing buses as well as stretch SUV limousines.

ENFORCEMENT AND COMPLIANCE

The Registrar works with Commercial Vehicle and Safety Enforcement (CVSE) staff in the planning and delivery of enforcement and compliance actions for licensed and unlicensed carriers. Peace officers may also issue tickets for violations of the Act. The Registrar may impose administrative penalties on licensees.

The Board hears appeals of administrative penalties imposed by the Registrar.

Appendix 3 is a diagram of the licensing process for commercial passenger vehicles.

Appendix 4 outlines the responsibilities of the Registrar and the Board.

Appendix 5 defines the terms "inter-city bus" and "passenger directed vehicle."

Highlights of Activities and Accomplishments in 2013/14

PROJECTS COMPLETED

Voluntary Bill of Rights

In December 2013, the Board introduced a Voluntary Taxi Bill of Rights. Adopting a taxi bill of rights promotes consistent, high-quality taxi service. It also clarifies expectations between passengers and drivers. For example, the bill of rights specifies that drivers may request a deposit at the outset of a trip. Passengers have the right to a clean cab, a silent trip and to travel with assistance animals.

A mandatory taxi bill of rights was successfully set up in Metro Vancouver. A new voluntary program enables taxi companies in other parts of the province to benefit from a bill of rights.

TAXI

TAXI BILL OF RIGHTS

As a Taxi Passenger you have the right to:

- Be picked up and transported to your stated destination by any available, properly licensed taxi driver
- Pay the approved posted rate by any of the payment methods accepted by the taxi company
- A courteous driver who provides assistance, if requested, and who obeys traffic and safety laws
- Travel with an assistance dog or portable mobility aid
- A taxi that is clean, smoke free and in good repair
- Direct the route, or expect the most economical route
- A quiet atmosphere, upon request
- A detailed receipt, when requested

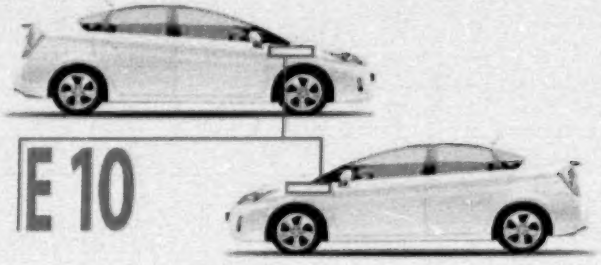
As a Taxi Driver you must obey all laws and have the right to refuse to transport a passenger:

- To avoid contravening a law or condition of licence
- To protect your or any passenger's health or safety
- If the passenger is acting in an offensive manner
- If the passenger refuses to provide a deposit, if requested

This Taxi Bill of Rights is approved by the B.C. Passenger Transportation Board

Comments or Concerns about Your Taxi Service?

Contact the General Manager for the taxi company you are using



Taxi Identification Code for the Greater Vancouver Regional District

On March 19, 2014, the PT Board announced implementation of taxi identification codes for the Lower Mainland. By June 2014, each taxi in the Greater Vancouver Regional District had to have a unique taxi identification code (TIC) on the outside and inside of the vehicle.

A TIC will make it easier for people to identify vehicles when making compliments or complaints. Cab companies will spend less time investigating complaints or searching for lost articles. Enforcement officers will be able to recognize vehicles more easily.

The Board worked with members of the Vancouver Taxi Association and the BC Taxi Association on the development of this initiative. The TIC consists of letters and numbers. The letters represent the legal name of the company and the numbers

represent the unit or dispatch numbers assigned by the taxi company to the vehicle.

Companies must also post a list of vehicles and their corresponding TIC on the company website. If a company does not have a website, then it must maintain a list of vehicles and their TIC and make them available upon request.

Rates for Limousine Operators in Vancouver, Victoria and Surrounding Areas

The Board implemented a limousine rates pilot project in July 2011. This project established minimum and maximum hourly rates for limousines operating in the Lower Mainland and Capital Regional District (CRD) with a Special Authorization licence[2]. In June 2013, the Board initiated an evaluation of this pilot project.

Pilot Project Evaluation

The evaluation addressed two questions:

1. Should minimum / maximum rates continue in the Lower Mainland and Greater Victoria?
2. If yes, what adjustments should be made to the rates and rules?

The first step in the evaluation was posting an online survey to get stakeholder feedback. We achieved a 20% response rate for the survey. Results indicated support for the minimum/maximum rates (55% are satisfied or very satisfied/ 33% neutral). The Board's standard rules were also viewed positively (80% said standard rules should continue).

Based on the findings of the survey, the Board identified its future directions for limousine rates in Capital Regional District, the Greater Vancouver Regional District and parts of the Fraser Valley and Squamish Lillooet Regional Districts. We published these in a Discussion Paper in December 2013 and invited public comments. The final steps in the evaluation process were two industry sessions: one for operators in Victoria and surrounding areas; and one for operators in Vancouver and surrounding areas.

New Rule for Limousine Services in the Victoria, Vancouver and surrounding areas

On March 18, 2014, the Board established a new rule governing rates and rules for limousine operators who participated in the pilot project. These new rates and rules were effective as of **May 1, 2014**. This rule sets:

- Minimum and maximum hourly rates for limousine licensees in the Victoria, Vancouver and surrounding areas
- Standard rules governing the rates

Under the new rule there are four rate categories: Sedan, Mid-Size (including antique sedans), Stretch SUV; and Non-

[2] The Board has no authority to regulate limousines operating under a General Authorization licence.

Stretch SUV. Each category has a minimum and maximum rate. There was no change to sedan limousine rates. Other rate categories have an increased minimum rate and a 60-80% spread between the minimum and maximum.

The standard rules remain substantially the same; however, they were revised to be clearer and more precise.

Taxi Standards Project

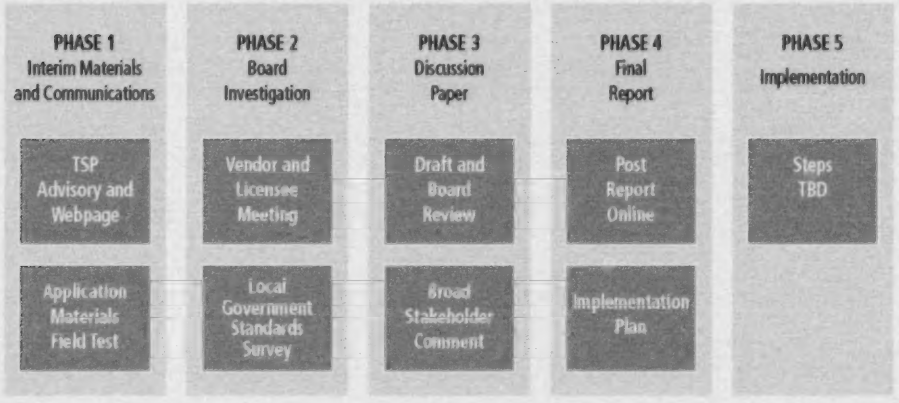
In 2013, the Board initiated its Taxi Standards Project (TSP). We published a Project Charter in October 2013 that defined the project in terms of objectives, scope, stakeholders and key deliverables.

The first purpose of the TSP is to enable and encourage taxi companies to provide the Board with relevant and reliable data when applying for additional taxis. The Board can use this information to make timely decisions based on reliable information that reflects changes and trends in the applicant's business and community.

The second purpose is to encourage licensees to set measurable performance targets for their taxi operations and monitor performance against those standards. Promoting the use of standards and monitoring by taxi operations should improve passenger satisfaction, instill confidence and build loyalty for individual taxi companies, and perhaps local taxi markets as a whole.

At this point, the Taxi Standards Project is focused on taxi companies operating in cities with a population of 60,000 or more.

The Board divided the TSP into five phases as set out below.



Phases 1 through 3 were completed in 2013/14. We established a webpage and piloted a new set of data reporting tools. Members of the Board's Taxi Standards Project committee met with General Managers and Directors of six taxi companies in five cities. They also met with representatives of two international dispatch system companies with products used by taxi companies. In November 2013, the Board surveyed local governments in British Columbia about taxi standards. The Board published a Discussion Paper in February 2014. The paper outlined what the Board learned about how some taxi companies collect, use and manage data. It also discusses performance standards and reporting. The paper made 10 recommendations designed to enhance current practices and operations. The Board invited public comments on these recommendations as well as other aspects of the paper. The Board will publish the final Report early next fiscal.

Strategic Plan 2013/14 to 2015/16

In December 2013, the Board approved a new three-year Strategic Plan. Our plan is a "living document." It provides a blueprint for much of our policy development, operational projects and governance work. We review our performance measures quarterly and make adjustments as necessary.

The Board engages in two types of activities: core and complementary. Core activities centre on decision-making and other duties associated with fulfilling the Board's statutory mandate. Complementary

Figure 2

BOARD MANDATE

Licensing Decisions

Appeals of Administrative Penalties

CORE ACTIVITIES

- Application Management
- Appeal Management
- Application Guides and Reference Sheets
- Rule Making, Operational Policy and Programs
- Stakeholder Engagement
- Strategic Planning
- Performance Measurement
- Annual Report
- Governance
- Bulletin

COMPLEMENTARY ACTIVITIES

- Research and Policy Development
- Major Projects
- Electronic Communications
- Outreach
- Board Development
- Program Evaluation and Development

activities, such as research and policy development, add value to the Board's core activities. Core work remains the Board priority. Figure 2 outlines the Board's distinction between core and complementary activities. These activities are often inter-related.

STAKEHOLDER ENGAGEMENT

Industry Sessions and Meetings

Passenger Directed Vehicle Advisory Committee

The Passenger Directed Vehicle Advisory Committee, an initiative of the Board, promotes stakeholder engagement primarily on taxi matters. The committee met in June 2013 and December, 2013. It is made up of people from the taxi industry, public transit, municipalities, persons with disabilities, the Vancouver International Airport Authority, the Passenger Transportation Branch and Passenger Transportation Board.

The Board and Branch representatives shared information on current activities and projects and took note of stakeholders' perspectives and comments on these and other matters.

Limousine Industry Sessions

Before finalizing its new hourly rates for limousine services in the Vancouver, Victoria and surrounding areas, the Board held two industry sessions: one for Victoria and area operators; and one for Vancouver and area operators. These sessions allowed the Board to hear directly from licensees about the proposed minimum hourly rates as well as other matters of concern to the industry, such as smart phone apps and enforcement and compliance.

"Fact finding" Meetings with Taxi Companies

To gain insights on how taxi companies in BC collect, use and manage data about their operations, members of the Board's Taxi Standards Project committee met with general managers or directors of six taxi companies in five cities that have a population of 60,000 or more. Committee members also met with representatives of two international dispatch system companies with products used by taxi companies. The results of these meetings informed a Discussion Paper that the Board published in February 2014.

Community Presentations

The Chair of the PT Board participated in a panel discussion at the Northern Central Local Government Association conference in May 2013 and also made a presentation to the executive of the Union of BC Municipalities in July 2013.

COMMUNICATIONS

Industry Advisories

In 2013/14, the Board issued 22 Industry Advisories or Updates on a variety of topics, including rates, policy initiatives and operational matters.

Weekly Bulletin

The Weekly Bulletin contains summaries of applications, hearing notices and final decisions of the Board. It was published every week except Wednesday, December 25, 2013 and Wednesday, January 1, 2014.

Webpage

The Board enhances its webpage throughout the year. We added a "What's New" button to the homepage so people can go directly to the latest advisories and updates. We also added two new pages – Taxi ID and Taxi Standards – under the "Industry Info" menu and a TCI webpage under the "Rates" menu. We revised the "Taxi Bill of Rights" page to incorporate information on the voluntary taxi bill of rights.

Social Media

The Ministry of Transportation and Infrastructure featured the Passenger Transportation Board and Branch in a blog entitled: *A Closer Look at Commercial Passenger Transportation Licensing.*

GOVERNANCE AND OPERATIONS

Professional Development

The Chair of the Board is a participating member of the "Circle of Chairs." This group is comprised of chairs of administrative tribunals in British Columbia.

A new Board member attended the British Columbia Council of Administrative Tribunals (BCCAT) course on decision making for tribunal members, another member attended the annual BCCAT conference and the Director and Secretary of the Board attended the annual conference of the Canadian Council of Administrative Tribunals. The Manager of Policy and Communications pursued post graduate studies through a Pacific Leaders Scholarship for Public Servants.

Board members participated in a number of in-house workshops devoted to decision writing.

Policies and Rules

Rule 12 of the Board's *Rules of Practice and Procedure* was updated to clarify Board practices. Operational Guides III.4 and III.10 were updated to remove references to Licence Districts and Operational Guide V.5 was revised to provide more clarity about the policy.

Decision Templates

As a result of the decision writing workshops, the Board modified its decision templates.

Fleet Size Review

Under the *Passenger Transportation Act*, the Board may reduce the maximum fleet size of a company if the licensee has consistently failed to operate the full number of vehicles authorized on its licence. The Board conducts fleet size reviews for taxis, limousines and other passenger directed vehicles periodically. These reviews look at the number of vehicles a licensee has activated over a two-year period. This is compared to the maximum fleet size stated on the licensee's passenger transportation licence. If the number of vehicles used is less than the maximum fleet size, the Board notifies a licensee that the Board intends to reduce its fleet size.

The Board undertook a fleet size review in January to March of 2014. Eleven licences were reviewed; four licences had no change to fleet size, and the remainder had reductions, including two voluntary reductions

LOOKING AHEAD TO 2014/15

Taxi Standards Project

The developmental phase of the Taxi Standards Project will conclude early next fiscal. The Board will review comments received from the Discussion Paper and publish a Final Report. Once the Report is published, taxi operational data and performance measures will be incorporated into additional vehicle application requirements. We expect the results of this project to have lasting, positive results.

Taxi Camera Review

The Board will review taxi camera equipment used by taxi companies in the Vancouver and Victoria areas, Prince George and Williams Lake. The last camera equipment review and upgrades were completed in 2008 and 2009. Technology has advanced and the Board wants to identify cameras that can meet present and future needs for taxis in BC. The Board will develop a package for vendors, taxi companies and installers that will describe:

- what taxi camera vendors must do to obtain PT Board approval of their taxi cameras.
- how approval decisions are made
- the roles of stakeholders in the camera review process

Smartphone Apps for Taxis and Limousines

In November 2012, the Passenger Transportation Branch and Passenger Transportation Board published an Information Sheet on "Passenger Transportation Rates and Smartphone Applications (Apps)." Mobile apps are a

new way of connecting passengers and vehicles. They have the potential to change the dynamics of the passenger transportation industry. They also create regulatory challenges for regulators and licensees as well as safety issues for the public. The Board is developing policies to guide app usage in taxis and limousines whose operators have a Special Authorization (SA) licence. These policies will relate to apps but not to rate structures. The Board approves rates for taxis and limousines. Licensed operators must charge these rates, with or without an app.

Rules and Operational Policies

The Board reviews its *Rules of Practice and Procedure and Operational Polices* as required. It last undertook a comprehensive review in 2008. In 2014/15, it will undertake another comprehensive review.

Operational Matters

Reviewing and deciding applications and activities associated with this is the Board's core work and will remain so in the next year.

Application and Licensing Matters

GENERAL INFORMATION

The *Passenger Transportation Act* sets out two types of licence authorizations: Special Authorizations (SA); and General Authorizations (GAs).

Operators must have an SA licence to operate passenger directed vehicles or inter-city buses. The Passenger Transportation Board makes decisions on applications that relate to SA licences. These include:

- applications for new, transfers or amended licences for all SA vehicles, and
- additional vehicle applications as well as applications for changes to rates and rules for passenger directed vehicles.

The Board may approve applications for temporary operating permits (TOPs). These allow taxis and limousines and other passenger directed vehicles operators to increase their fleet size on a short-term basis. Also, the Registrar may ask the Board to make a determination on whether a particular application is for a special authorization rather than a general authorization.

Board decisions are published in the Board's Weekly Bulletin and posted at the Board's website http://www.ptboard.bc.ca

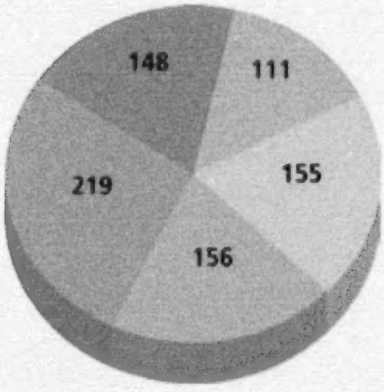
Two areas where the Board may be involved with a licensee after a decision has been made are: fleet size reviews and fitness reviews. The Board may decrease the fleet size of a licensee if it has consistently failed to operate its maximum number of vehicles. Fleet size reviews only apply to licensees operating passenger directed vehicles.

The Board may conduct a review at any time to determine if a licensee remains fit and proper and capable of providing a transportation service.

APPLICATION MATTERS

In 2013/14, the Board received 155 applications. This is decrease from 2012/13. In this reporting period, 149 applications were decided, four withdrawn, one returned to the Registrar of Passenger Transportation and one remains to be decided.

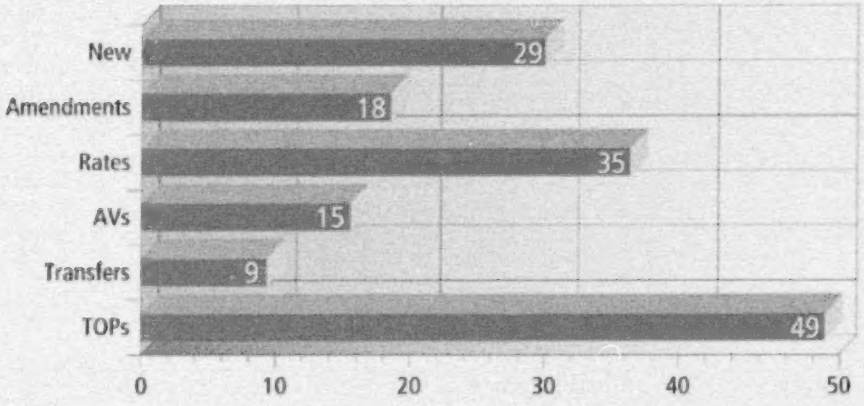
Total Applications Received for Five Fiscal Years



In the charts below, application types are denoted as follows:

New	Application for a new SA licence
AM	Application to amend an existing licence
AV	Application to add more vehicles to a fleet of passenger directed vehicles
Transfer	Application to transfer a licence
RC	Application to change rates for a passenger directed vehicle service
TOP	Application for Temporary Operating Permits
SA Rq	Application sent by the Registrar for the Board to determine if an SA licence is required for the service the applicant proposes

Number of Applications by Type 2013-14



Decided Applications (Apps) by Regional District 2012/13 & 2013/14
(excludes Temporary Operating Permits)

Regional District	# of Decided Apps 2012/13	# of Decided Apps 2013/14	Regional District	# of Decided Apps 2012/13	# of Decided Apps 2013/14
Alberni-Clayoquot	1	2	Kootenay-Boundary	0	0
Bulkley-Nechako	1	0	Metro Vancouver	129	47
Capital Regional District	11	6	Mt. Waddington	–	0
Cariboo Regional District	1	1	Nanaimo	3	6
Central Coast	0	0	North Okanagan	0	1
Central Kootenay	3	0	Northern Rockies	3	0
Central Okanagan	6	11	Okanagan-Similkameen	1	4
Columbia Shuswap	1	3	Peace River	4	3
Comox Valley	0	1	Powell River	0	2
Cowichan Valley	1	0	Skeena-Queen Charlotte	1	1
East Kootenay	0	0	Squamish-Lillooet	4	3
Fraser Valley	5	4	Strathcona	0	2
Fraser-Fort George	4	2	Sunshine Coast	0	0
Islands Trust	0	0	Thompson-Nicola	6	0
Kitimat-Stikine	2	1	Multi Regional or Extra Provincial	2	2

POST DECISION MATTERS

	Totals	Average Days to Decision
Judicial Reviews Concluded	1	
Licence Decisions Amended	3	7
Reconsiderations Proceeded and Decided	–	4
• Confirmed	20*	78
• Rescinded	–	–
• Varied	–	–
Reconsiderations Not Proceeded – Grounds not established	2	58

* Nineteen of these were applications by 19 taxi licensees who applied for zone rates at the Vancouver International Airport. The Board's initial decision approving the applications in part was issued in March 2014. The actual decision on the reconsideration was not issued until July 2014. However, due to database limitations, the results are reported as part of the 2013/14 Annual Report.

On October 23, 2013, pursuant to a judicial review, the B.C. Supreme Court upheld the Board's October 2, 2012 decision to allow 38 suburban taxis from seven companies to permanently operate in Vancouver on Friday and Saturday evenings. A related Board decision to approve Temporary Operating Permits (TOPs) for suburban companies was remitted back to the Board for reconsideration after hearing submissions of the Vancouver taxi companies. The Board undertook the reconsideration and confirmed its decision to approve TOPs for seven suburban taxi companies to operate 38 vehicles in the Downtown Vancouver Entertainment District. (These reconsiderations are not reported in the above table).

In November 2013, the Board received notice that the decision of the BC Supreme Court was being appealed.

Three (3) decisions were amended to correct clerical or technical errors.

Performance Measures 2013/14

The Board has two sets of performance targets: "low" and "high." The low target represents the most efficient processing times, with no delays by applicants, submitters or the Board. The high target factors in delays that may occur in the application process.

The Board reviews performance results at each Board meeting. The Board strives to improve its performance and timelines.

Reporting Constraints – Board database reports are based on the date an application is received. If a report is compiled for a particular time period, it will provide performance results only for applications that were received during this period and decided or closed at the time the database report is compiled or accessed. There is one outstanding application decision for 2013/14 at the time of writing this report.

Reporting Timelines – These are the total number of days that an application was in process with the Board. This includes times when the application is inactive pending publication or receipt of further information. Most applications have a 15-day publication period. If submissions are received, applicants have 10 days to reply. With public hearings, the reported timelines include adjournments and continuations.

Performance Targets

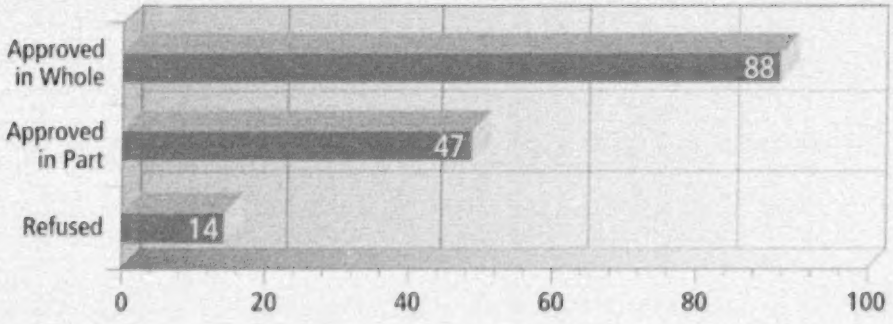
PROCESS AND TRACK	LOW TARGET	HIGH TARGET
Application Files	**# days**	**# days**
File Review	89 or less	90 – 156
Board Investigation	113 or less	114 – 192
Registrar	117 or less	118 – 205
Registrar Investigation and Hearing	197 or less	198 – 331
Hearing	178 or less	179 – 293
Urgent Public Need (UPN[5])	37 or less	38 – 75
Temporary Operating Permits (TOPs)	15 or less	16 – 30

Application Processing Times in Relation to Performance Targets 2013/14[1]

	# Board Decisions	Average # of days to a decision[2]	% within low target	% within high target	% over high target
Processing					
File Review	57	53	**93**	**7**	–
Board Investigation (BI)	46	109	**52**	**48**	–
Urgent Public Need UPN[3]	2	11	**100**	–	–
Temporary Operating Permits (TOPs)	49	11	**84**	**16**	–

The Board seeks to process at least 75 % of all applications within the low target timeframe. The Board achieved this in three out of four categories.

Board Decisions by Outcome



APPEALS

The Board hears appeals from licensees who have received an administrative penalty from the Registrar of Passenger Transportation. There were no appeals filed in 2013/14.

[1] These results were based on applications received between April 1, 2013 and March 31, 2014 and closed by July 4, 2014 when the data was compiled.

[2] These timelines are from when an application is received at the Board office until a decision letter is sent to an applicant, and may include times when response times are not in the Board's control.

[3] A "UPN" is an application that the Board determines should be processed on the basis of "urgent public need". These applications are not published and submissions are not solicited. Most "UPN's" are processed on the basis of a file review.

Appendix 1: Board Members, Staff and Budget

BOARD MEMBERS

Board members make decisions on applications and appeals.

The Board is appointed by Cabinet. The *Passenger Transportation Act* says that there must be at least three Board members. One member must be designated as Chair.

Appointment processes and terms are governed by the *Administrative Tribunals Act*. Under this Act, the Chair may, after consultation with the Minister, appoint an individual to be a Board member for a term of up to six months.

Bill Bell, Brenda Brown and Spencer Mikituk were all re-appointed to the Board, each for a two-year term.

The Board had six meetings in 2013/14. Three meetings were one day and three meetings were two days.

In 2013/14, four Board members participated in a performance evaluation process.

2013/14 Board Members

Member	Appointed by	Initial Appointment Effective	Term Expiry Date
Don Zurowski Chair	Cabinet	January 1, 2010 (member) September 1, 2011 (Chair)	September 30, 2014
William (Bill) Bell	Cabinet	February 2, 2008	December 31, 2015
Brenda Brown	Cabinet	December 31, 2008	December 31, 2015
Roger Leclerc	Cabinet	November 8, 2012	December 31, 2014
Spencer Mikituk	Cabinet	March 29, 2012	March 29, 2016

Board Staff

The Board is supported by a staff of four full-time employees who work out of the Board office in Victoria. Staff handle the administrative functions of the Board, undertake policy initiatives and respond to inquiries from applicants and the public. Board staff are:

Jan Broocke,
Director and Secretary

Michael McGee,
Manager, Policy and Communications

David Watling,
Appeals and Operations Coordinator

Kathy Mitten,
Administrative and Research Coordinator

Board Contact Information

Mailing Address:	PO Box 9850 STN PROV GOVT Victoria, British Columbia, V8W 9T5
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Passenger Transportation Board Budget

2013/14		
Budget Category	**Allocation**	**Expenditure**
Salaries	251,000	248,837
Benefits	58,000	57,233
Board Per Diems and Travel	140,000	172,290
Staff Travel	11,000	3,927
Professional Services – Operational	3,000	2,515
Information Systems – Operating	9,000	3,062
Office and Business Expenses	14,000	11,095
Stat. Advertising and Publications	1,000	0
Amortization	3,000	1,020
Other Expenditures	1,000	0
Recoveries – Within Government	(1,000)	0
Recoveries – External, Misc.	(1,000)	0
Total	**489,000**	**499,979**

The budget overage was attributable to work that the Board undertook for the Taxi Standards Project and was discussed and acknowledged by the Ministry of Transportation and Infrastructure in advance.

Appendix 2: Board Goals and Objectives

GOAL A

Policies contribute to a commercial, small passenger vehicle and inter-city bus industry that:

- serves the public
- is run by capable licensees
- is economically sustainable

OBJECTIVES	Board policies facilitate: 1. a dynamic, innovative and healthy industry; 2. licensing of responsible, competent and accountable persons or companies; 3. diversity of service option; and 4. responsiveness to market conditions and relevant legislation.
STRATEGIES	Guide policy development by: 1. Initiating contact with licensees and other stakeholders on priority and emerging issues in the commercial passenger transportation industry. 2. Identifying social trends and developments relative to commercial passenger transportation. 3. Assessing relevant legislation and policies. 4. Monitoring or linking to other strategic planning processes involved with transportation in BC.

GOAL B

Board processes are clear and relevant

OBJECTIVES	Processes are efficient, effective and administratively fair.
STRATEGIES	1. Evaluate Board application processes from an internal and an external perspective. 2. Modify application processes to improve timelines, public access to materials and increase efficiency.

GOAL C

Board facilitates, and participates in, communications with stakeholders.

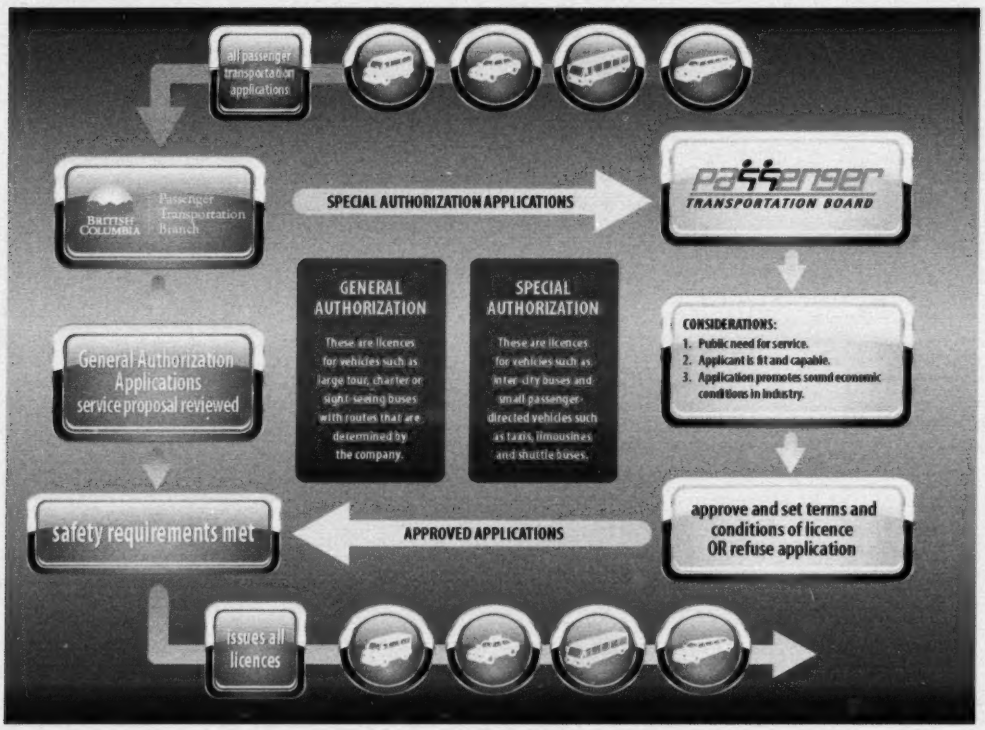
OBJECTIVES	Board communications are effective and meaningful.
STRATEGIES	1. Enhance accessibility of information by: (a) Organizing and presenting online information so it is user centered, related materials are centralized in a single place, and stakeholders can find, understand and use what is important. (b) Making information available to stakeholders and the interested public on the PT Board mandate. (c) Using technology to communicate more proactively with stakeholders. 2. Maintain openness to stakeholder input on Board initiatives and policy changes by (a) Considering stakeholder perspectives when changing Board policy. (b) Monitoring multiple communications channels to stay current with stakeholder issues and concerns. 3. Maintain a productive working relationship with the Passenger Transportation Branch.

GOAL D

Board governance that leads to organizational excellence

OBJECTIVES	The Board: (a) fosters a culture of professionalism and fairness; (b) evaluates its performance; (c) seeks continual improvement; and (d) is accountable to government and the public.
STRATEGIES	1. Board members and staff adhere to principles of administrative justice and strive for consistency in all processes. 2. Board members and staff have access to ongoing training and learning opportunities in administrative justice and other subjects that are needed to fulfill Board operational and governance responsibilities. 3. The Board evaluates its performance against targets. 4. Board fulfills its obligations as per the MOU between the Chair and the Minister. 5. Budget is managed in accordance with government legislation and policies.

Appendix 3: Diagram of Commercial Passenger Vehicle Licensing Process


all passenger transportation applications
BRITISH COLUMBIA Passenger Transportation Branch
SPECIAL AUTHORIZATION APPLICATIONS
passenger TRANSPORTATION BOARD
GENERAL AUTHORIZATION
These are licences for vehicles such as large tour, charter or sight-seeing buses with routes that are determined by the company.
SPECIAL AUTHORIZATION
These are licences for vehicles such as inter-city buses and small passenger-directed vehicles such as taxis, limousines and shuttle buses.
CONSIDERATIONS:
1. Public need for service.
2. Applicant is fit and capable.
3. Application promotes sound economic conditions in industry.
General Authorization Applications service proposal reviewed
safety requirements met
APPROVED APPLICATIONS
approve and set terms and conditions of licence OR refuse application
issues all licences

Appendix 4: Responsibilities of the Registrar of Passenger Transportation and the Passenger Transportation Board

The **Registrar of Passenger Transportation** leads the Passenger Transportation Branch. The Branch:

- Accepts all licence applications.
- Makes decisions on applications for General Authorization licences.
- Issues all passenger transportation licences.
- Works with Commercial Vehicle Safety and Enforcement (CVSE) staff in the planning and delivery of enforcement and compliance actions for licensed and unlicensed carriers.
- Manages an administrative penalty scheme for licensees who are not in compliance with their terms and conditions of licence.

The **Passenger Transportation Board**:

- Decides:
  - applications for new taxis, limousines and inter-city bus licences;
  - licence transfer and amendment applications for taxis, limousines and inter-city buses; and
  - additional vehicle and rate change applications for taxis and limousines.
- Publishes:
  - Applications and Decisions
  - Rules and Policies
  - Industry Advisories and Updates
  - Application Handbook and other reference materials
- Hears appeals of administrative penalties imposed by the Registrar.

Appendix 5: Definitions of Vehicles Requiring a Special Authorization

INTER-CITY BUSES (ICBS)

- Operate on set time schedules between municipalities (other than those in the GVRD or CRD)
- For individual fares
- Over a regular route
- Between fixed terminating points, picking up and dropping off passengers at intermediate points, as necessary

A common example is a private bus service operated on a schedule between two or more cities. Inter-city buses are not public transit buses.

PASSENGER DIRECTED VEHICLES (PDVS)

- Carry a driver and not more than 11 passengers
- Operate to and from locations determined by the passengers

Common examples of PDVs include taxis, limousines and shuttle vans.